



Service Description: Advanced Services – Cisco Fibre Channel Advise and Implement Service - Large (ASF-DCV1-G-SAN-LRG)

This document describes Advanced Services Fixed Price: Cisco Fibre Channel Advise and Implement Service - Large.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Cisco Fibre Channel Advise and Implement Service - Large

Service Summary

The Cisco Fibre Channel Advise and Implement Service provides a review, design support, implementation support, migration support, and knowledge transfer services for up to 20 Directors or 120 Fabric Switches ("Services").

The Services will include the following:

All Cisco Fibre Channel enabled fabric switches and directors, including Cisco MDS 9500,9700,9200, 9100, and Cisco Nexus 5000

- Up to twenty (20) Fibre Channel enabled Directors or up to one hundred and twenty (120) Fibre Channel enabled fabric switches
- Up to six (6) onsite visits

The Services are comprised of the following:

- Project Management
- Detailed Design Development Review
- Design Support
- Implementation Support
- Migration Support
- Knowledge Transfer

Deliverables

- Project Plan
- Design Document
- Implementation and Migration Plan

Location of Services

Services are delivered onsite and remotely to Customer.

Project Management

Cisco Responsibilities

- Conduct a project kick-off meeting with Customer at the inception of the Services.
- Identify project team members.
- Define the communication flow with the project sponsor and keys stakeholders and document it in the project plan ("Project Plan").
- Designate a single point of contact, the Project Manager, to whom communications in regards to the Services may be addressed and who has the authority to act on all aspects of the Services; shall be available during Standard Business Hours; and shall designate a backup contact for when the primary contact is not available.

- Review with Customer the project schedule, objectives, critical success factors and roles and responsibilities of Cisco and Customer project team members.
- Manage the project to the agreed upon Project Plan.
- Ensure completion of the Services and Deliverables as described under this service.
- Participate in weekly scheduled project review meetings or conference calls as required.
- Provide the Project Plan.

Customer Responsibilities

- Provide single point of contact of the overall project
- Provide facility, including whiteboard and projector, to host the kick-off meeting.
- Ensure project stakeholders are in attendance.
- Communicate to Cisco project manager with any changes in project scheduling in a timely fashion.
- Provide written feedback/acknowledgements when requested during Services.

Detailed Design Development

Cisco Responsibilities

- Work with customer's engineering team to understand customer's data center vision and goals, business priorities environment requirements and corporate strategy.
- Conduct review of storage area network (SAN) to identify current practices and recommend changes within the SAN environment which may include:
 - SAN infrastructure within the data center design
 - SAN scalability, SAN availability, zoning, domain configuration, interface configuration, backup and restore, data replication, and disaster recovery.

Customer Responsibilities

- Participate in design development review sessions, ensuring network design engineers are present to work with Cisco.
- Provide Cisco with design requirements, including existing network diagram, configuration, and company and/or industry specific standards.

Design Support

Cisco Responsibilities

High Level Design

- Work with Customer networking staff in remote discovery session(s) and review meeting(s) to develop a thorough understanding of Customer's network design requirements and documented information such as:
 - existing storage topology diagrams
 - functional requirements
 - feature recommendations

- scalability design considerations
- Provided in the Design Document.

Low Level Design

- Provide detailed reference documentation for the proposed SAN architecture which may include:
 - switch/director configurations
 - naming conventions
 - IP addressing
 - device and port mapping
- Provided in the Design Document.

Implementation and Migration Plan

- Provide documented plans for tasks required for the implementation and migration.
- Complete the following tasks related to the Customer's implementation:
 - identifying dependencies
 - order of events
 - required steps to be followed during implementation phase
- Complete the following tasks related to the Customer's migration and cutover:
 - identifying dependencies
 - migration groups
 - required steps to be followed during the migration
- Provide Implementation and Migration Plan

Customer Responsibilities

- Participate with Cisco in high level design, low level design, implementation and migration planning, providing understanding of Customer's network design requirements and documented information.
- Ensure participation of network design engineers and application owners in discovery session(s).
- Provide Cisco with existing network diagrams, configuration, company and/or industry specific standards.
- Review design documents and provide feedback to Cisco.
- Facilitate remote discovery session(s) and review meeting(s) as requested by Cisco, to include Customer engineers responsible for the related network /application areas.
- Provide final written approval for the High Level Design and Low Level Design documents.

Implementation Support

Cisco Responsibilities

- Provide onsite guidance of up to two (2) trips consisting of up to two (2) days (16 hrs total) for design implementation per trip based on the agreed upon High and Low Level Designs which includes:
 - switch names, VSANs, zoning and aliasing, and cable locations;
 - management, security, port configuration, and VSAN configuration.
 - Interface binding and configuration

- NPV/NPIV
- License activation
- Execution of Implementation Plan
- Incident management for Cisco devices

Customer Responsibilities

- Ensure data center readiness prior to scheduled implementation, which includes:
 - power, including powering of all directors and switches
 - cabling
 - racking and stacking of equipment
 - management of network connectivity
 - required security clearance(s)
- Customer understands and agrees that Customer is responsible for rack and stack, cabling, and powering of all directors and switches.
- Provide Cisco with implementation and testing schedule in advance of the implementation.
- Schedule testing window with at least five (5) business days notice being given to Cisco.
- Customer understands and agrees that Customer is responsible for the overall execution of implementation and testing, including scheduling, staffing, and coordination within different Customer network and application groups.

Migration Support

Cisco Responsibilities

- Provide onsite assistance for up to six (6) trips consisting of up to eight (8) continuous support hours per trip, provide remote assistance for up to two (2) events consisting of up to eight (8) continuous hours for migration to the new environment, which include:
 - assisting with execution of the migration plan
 - incident management for Cisco devices

Customer Responsibilities

- Customer shall enable remote access for Cisco personal during the Customer's migration window.
- Customer shall designate a single person as a single point of contact during the migration window who has authority to act on all aspects of the Services.
- Customer shall confirm in writing with Cisco not less than ten (10) business days prior to migration event of Customer's migration schedule.
- Customer acknowledges that Services do not include racking and stacking of equipment or any hands on support and/or assistance related to cable installation.

Knowledge Transfer

Cisco Responsibilities

- Provide a knowledge transfer session remotely for the implementation, limited to one (1) business day of knowledge transfer within the scope of Services.
- Schedule the knowledge transfer session.

Customer Responsibilities

- Designate Customer personnel to attend the Knowledge Transfer Workshop Session.
- Agree with Cisco on which Fibre Channel topics that would be of most value to the Customer for the knowledge transfer session.

General Customer Responsibilities

- Unless otherwise agreed to by both parties, Customer shall respond within two (2) business days of Cisco's request for documentation and information needed for the Services.
- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Authorized Channel. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's

acceptance of completion of the Services in accordance with this Service Description.